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# Example of Service Dispatcher Job Description

Our innovative and growing company is looking for a service dispatcher. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for service dispatcher

* Track orders to ensure they are delivered in a timely manner
* Willingness to work flexible hours (1st, 2nd, 3rd shift)
* Assist with office closing duties
* Assist in additional clerical duties when needed
* Responsible for handling incoming calls from customers gathering customer and billing information and the reason for call or sales appointment
* Schedule sales & service calls & PM's as received and enter information into scheduling system
* Dispatch service technicians
* Follow up with customers keeping them informed as to status of service call as needed
* Receive service requests from customers and coworkers
* May handle registering service vans, scheduling maintenance for the rental fleet, scheduling delivery trucks, and coordination of services with outside vendors

## Qualifications for service dispatcher

* Confidence to call customers to confirm their requirements
* Effective time management skills to respond to inquiries and concerns by phone and email communications in a timely manner
* Excellent interpersonal communication skills (Speaking, reading, writing in English)
* Excellent customer service skills to ensure satisfaction and maintain good client relationships
* Excellent teamwork skills to work closely with sales and customer service staff
* Knowledge of dispatch software (an asset)